Jumpstart Technical Support Program

Dates of Program: June 8, 2021- February 25, 2022 (9 months)

KnowBe4, Inc. is the provider of the world's largest security awareness training and simulated phishing platform. KnowBe4 enables organizations to manage the ongoing problem of social engineering by helping them train employees to make smarter security decisions, every day.

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2020 Inc. BEST WORK-PLACES

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- **Build Your Professional Porfolio**
- **Further Your Education**
- **Learn From the Best**
- **Have Fun & Enjoy Perks!**

Jumpstart your technical career with this nine-month program designed for individuals with little or no experience to help develop their technical skills, pursue further education, and gain professional experience in an award-winning work environment. If you identify as an individual from an under-served and underrepresented community who is trying to maximize your future career and educational success, then this program is designed for you. This is a fully paid position on our Technical Support team.

Responsibilities:
- Work with the Customer Success team and sales representatives to provide customer support
- Help resolve technical issues and assist the organization's customers and/or end users with troubleshooting issues related to onboarding, the use of the platform, and other problems.

Requirements:
- Must have recently received your high school diploma or GED
- Looking to start your career and driven to learn new things
- Ability to work from our office in downtown Clearwater, Florida

Qualifications:
- High school diploma / GED
- Good verbal and written communication
- Basic computer and email knowledge
- Interest in cybersecurity, troubleshooting, etc.
- Driven, results-oriented, coachable
- Excellent time management & organization skills

Apply now:

www.knowbe4.com/careers/jumpstart-technical-support-program